

What to Expect with Client Success

Obsidian HR's Client Success Partner

The role of the Client Success Partner is designed to help guide clients through a successful experience with Obsidian HR. Clients first meet our Client Success Partner during the implementation process to ensure a smooth transition and the relationship continues throughout the client's time with Obsidian HR. This document outlines the responsibilities that the Client Success Partner takes very seriously.

Client Success Partner Responsibilities

The Client Success Partner will engage with clients during key parts of their Obsidian HR experience. These engagement points were created to enhance our responsiveness and increase our clients' experiences with Obsidian HR. Engagement Points and Responsibilities include:

- Engage with clients starting at implementation and follow their journey into service delivery to ensure a smooth transition and beyond
- Establish meeting cadence to proactively work with clients to collect feedback about their experience
- Serve as a resource to navigate client needs
- Be at an escalation point for concerns needing resolution
- Assist with the annual benefits renewal process, in partnership with the Benefits Center of Excellence team
- Conduct periodic client account reviews to discuss current services and upcoming needs

The Client Success Partner is excited to foster a successful and meaningful relationships with our clients.